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स्टेट बैंक ऑफ इण्डिया ऑफिसर्स एसोसियेशन
State Bank of India Officers' Association (Patna Circle)

All Letters to be
Addressed to the
General Secretary

Regd. No. 1872 of 1975
(REGISTERED UNDER TRADE UNION ACT - 1926)

State Bank Building
West Gandhi Maidan
Patna - 800 001

CIRCULAR NO. **36**/2012

DATE : 29.08.2012

TO,

ALL MEMBERS

**CONGRATULATIONS TO ALL OUR COMRADES
MASSIVE DEMONSTRATIONS ALL OVER THE COUNTRY
FEDERATION REGISTERS STRONG PROTEST AGAINST
MANAGEMENTS' VIEW TO KEEP THE SBI BRANCHES
OPEN ON ALL SUNDAYS**

We reproduce hereunder the text of the AISBOF Circular No.59 dated 28th August, 2012, contents of which are self-explicit.

With warm greetings,

**(ANIRUDH AKHAURI)
GENERAL SECRETARY**

OUR UNITY : ZINDABAD-ZINDABAD
S.B.I.O.A. : ZINDABAD-ZINDABAD

TEXT

It was a lightening instructions by the leadership of the Federation to the members all over the country to express their strong protest by way of demonstrations, against the intention of the Management to introduce 7 days working in the State Bank, reported to have been made by the Chairman in a press brief on 26th July, 2012 that appeared in the major financial papers, causing a serious disturbance amongst the rank and file across the country. We are glad to note that the demonstrations were total success as a large number of members participated expressing their frustration against the proposed move of the Bank, while the Bank Officers' deserve 5 days' week and the issue was one of the major part in the recently conducted 2 days' strike by the United Forum of Bank Unions in the country.

2. Immediately, on receipt of the reports about the press briefing. We have sent a communication to the Corporate Center conveying our concern and seeking a separate meeting to debate on the issue. Our members are aware that the Federation is committed to providing excellent customer service. The major technological advancement which has taken place in the Bank such as

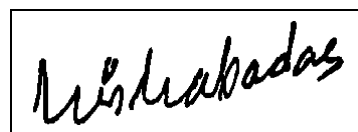
computerization, core banking, mobile banking, single window concept, etc., were possible due to whole hearted involvement and hardworking of the officers' fraternity with a view to ensure excellent customer service in the bank. The Federation has been adopting a pragmatic view on all earlier occasions whenever situation warranted for keeping the branches selectively open on Sundays' and Holidays with a view to ensure that the customers service is maintained smoothly and also to meet the Governments' requirements for their transactions during year end etc. Our views in this regard are very clear. The Federation has repeatedly appealed to the Management for initiating steps to introduce 5 days week in the State Bank of India so that the Officers' are able to have proper rest and recuperation during the week end after hectic work during the entire week. In the background of technology advancement in particular the introduction of networking of branches, Inter-net banking, ATM's net work etc., there is no need for keeping the branches physically open for all the 7 days which will create unnecessary hardship and pressure on the officers' fraternity besides increasing the cost of operation. A copy of our communication is enclosed.

3. It is also matter of surprise that when the issue of 5 days' week was brought for discussions with the top executives of the Bank on earlier occasions, the management took a view that this issue cannot be decided by the State Bank management alone as it is an industry level issue. As such needs to be tackled at the level of the Indian Banks' Association and the Government. Now the Management of State Bank is airing its views in the press on the subject unilaterally without bringing the same in any of our bipartite forum. The Federation is therefore fully geared up to meet the situation and the present show of strength is only a warm up exercise. In case the management fails to take note of the sentiments and concern of the members across the country, the Federation shall be compelled to take up the issue to the logical end through the organizational agitation programmes.

4. In the meanwhile, we congratulate all our affiliates and their members all over the country for having responded in a splendid manner on the directions issued just in less than 24 hours for holding protest demonstrations in front of the Local Head Offices, Zonal Offices and all other major centers to draw the attention of the public about our stand on the issue concerned. We also appeal to rally round the Federation and be in readiness to jump into action at short notice, if need be.

5. We note to keep our members advised of further developments in due course.

With revolutionary greetings,



(D.S.RISHABADAS)
GENERAL SECRETARY



ALL INDIA STATE BANK OFFICERS' FEDERATION
(Registered under the Trade Unions Act 1926, Registration No: 727/MDS)
State Bank Buildings, St. Mark's Road, Bangalore – 560 001

No.6466/53/12

Date: 27.08.2012

To,

The Deputy Managing Director & CDO,

State Bank of India,

Corporate Centre,

Madame Cama Road,

MUMBAI - 400 021.

Dear Sir,

SUNDAY WORKING IN STATE BANK OF INDIA

Our attention has been drawn to a news item appearing in certain news papers referring to the statement made by the Chairman to Credit Analysts as regards the desire of the Bank to keep our branches open on Sundays as well, to help the customers to transact their business. The Management had never brought this subject before the bipartite discussions as it amounts very substantial change in the service condition of the officers and also contrary to the demand of the Federation for 5 days week in the banking industry in view of the technological advancement that have taken place in the banks and round the clock service available to the customers through various alternate channels to put through their banking transactions. In reality there is a need to reduce the present pressure on the workforce by initiating dialogue with all concerned for the introduction of 5 days' week in the Banking Industry.

2. The Federation strongly believes in extending a good customer service. The Federation also extended on several occasions its fullest co-operation whenever situation warranted for keeping the branches open on Sundays and Holidays with a view to help the customers as well as the Government offices. These instances were on a selective manner and the objective was to help the customers in case there were disruptions in Banking services. However, in the event of the Bank considering the subject of keeping the branches open on all the 7 days in a week, it needs to be discussed in the bipartite forums and a consensus arrived at on the subject covering all aspects of our service conditions. The Management has to look into all other aspects including the working hours, the weekly off etc., and should discuss with the Federation and arrive at a mutually acceptable proposition rather than making public statement of this nature which would harm the industrial relations atmosphere in the Bank.

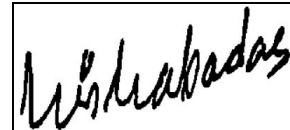
3. The concept of seven day banking and Sunday working branches was also selectively introduced in the Bank a few years

back. As the Bank found that the patronage of such branches on Sundays was not up to the expectation of the Bank and the cost benefit ratio was not favourable, the Bank withdrew such Sunday banking facility.

4. Based on the earlier experience we therefore request you to kindly place the subject for bipartite discussions in detail before initiating any move in this regard to avoid the confusion that is now created amongst officers' fraternity in the State Bank.

Thanking you,

Yours faithfully,

A rectangular box containing a handwritten signature in black ink. The signature is written in a cursive style and appears to read 'D.S. Rishabadas'.

(D.S.RISHABADAS)
GENERAL SECRETARY